

# Cowlitz 911 Public Authority

## Resolution 2018-028

### Resolution Adopting Salary and Wage Scale Schedule and Job Descriptions for Unrepresented Administrative and Management Employees.

**WHEREAS**, on March 13, 2018 the Cowlitz County Board of Commissioners adopted Cowlitz County Ordinance 18-014 which created the Cowlitz 911 Public Authority and approved an initial Charter; and

**WHEREAS**, Cowlitz 911 (the "Authority") is a public corporation organized pursuant to RCW 35.21.730 through 35.21.754; and

**WHEREAS**, The Cowlitz 911 Board of Directors recognizes the need to establish fair and competitive wages and salaries for unrepresented and management employees; and

**WHEREAS**, The Cowlitz 911 Board of Directors recognizes the need for comprehensive job descriptions for unrepresented administrative and management employees; and

**NOW, THEREFORE, BE IT RESOLVED** by the Cowlitz 911 Board of Directors as follows:

**Section 1. Salary and Wage Scale Adopted.** The Cowlitz 911 Unrepresented Administrative Wage Scale and the Management Salary Range Schedule on the attached Exhibit is hereby adopted. All wage and salary compensation of Cowlitz 911 unrepresented Administrative and Management employees shall be in accordance with this Salary and Wage Scale Schedule and any future amendments thereto.

**Section 2. Job Descriptions Adopted.** The Cowlitz 911 unrepresented administrative and management job descriptions on the attached exhibit are hereby adopted and any future amendments thereto.

**Section 3. Effective Date.** All salaries and wages set forth in the attached Exhibit shall be effective as of January 1, 2019.

**Section 4. Severability.** If any provision of this Resolution or any provision of any document incorporated by reference shall be held invalid, such invalidity shall not affect the other provisions of this Resolution which can be given effect without the invalid provision, if such remainder conforms to the requirements of applicable law and the fundamental purpose of this agreement, and to this end the provisions of this Resolution are declared to be severable.

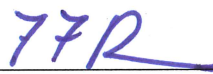
**COWLITZ 911 BOARD OF DIRECTORS**

  
Chair of the Board, Steve Taylor

ATTEST:

  
Clerk of the Board, Rachael C. Fair

APPROVED AS TO FORM:

  
General Counsel, Frank Randolph

## Non-Union Job Salary Information

Increase Steps by

5.00%

### Executive Director

Non-Classified

#### HR Generalist

<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>
\$ 59,929	\$ 62,925	\$ 66,072	\$ 69,375	\$ 72,844	\$ 76,486

#### Finance Admin Specialist

<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>
\$ 50,279	\$ 52,793	\$ 55,433	\$ 58,204	\$ 61,114	\$ 64,170

#### Budget Analyst (Finance/Admin Spec plus CMA certification, min. quals)

<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>
\$ 56,859	\$ 59,702	\$ 62,687	\$ 65,821	\$ 69,112	\$ 72,568

#### Dispatch Floor Supervisor

<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>
\$ 59,800	\$ 62,790	\$ 65,930	\$ 69,226	\$ 72,687	\$ 76,322

#### IT Vendor Manager

<i>Step 1</i>	<i>Step 2</i>	<i>Step 3</i>	<i>Step 4</i>	<i>Step 5</i>	<i>Step 6</i>
\$ 85,384	\$ 89,653	\$ 92,796	\$ 97,436	\$ 102,307	\$ 107,423

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title: Executive Director**

**FLSA: Exempt**

**Agency: Cowlitz 911**

**Union Affiliated: Non-Union**

**Reports to: Cowlitz 911 Public Authority Board**

**Pages: 1 - 4**

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## General Position Summary:

This position manages, administers and directs the activities, programs and operations of Cowlitz 911. This position researches, develops, implements and oversees the programs and services at the organization, ensuring the highest service standards to the public and user agencies. This position also includes direct supervisory duties over the administrative and operations staff. Manages the department's budget including preparation and oversight. Researches and recommends equipment and technology replacements and upgrades to maintain efficiency standards.

## Essential Duties and Responsibilities:

1. Lead, direct and manage the operations of Cowlitz 911. Research, develop, propose and implement services, programs and policies to ensure effective and efficient operations according to standards, policy and procedures, laws and regulations. Present for approval to the Public Authority Board all addition or revision of services, programs and policies.
2. Develop appropriate long-range plans, including strategic capital improvements, staffing, and other matters.
3. Manage the personnel of Cowlitz 911. Conduct all hiring and terminations at the organization. Directly manage and supervise administrative and operations staff, including training, evaluation, counseling and motivation, work assignment and setting priorities.
4. Oversee the supervision of Cowlitz 911 dispatchers, including involvement and approval of discipline and evaluations, and other sensitive personnel issues.
5. Manage and enforce labor contract and negotiate new contracts.
6. Provide regular reports to the Public Authority Board on outstanding issues from user committees and the organization's financial status. Provide general administrative services to Cowlitz 911 Public Authority Board and user committees.
7. Ensure appropriate and efficient records management and adequate security of records and the facility.
8. Prepare and present the department's budget to the Public Authority Board for approval. Participate in public hearings regarding the final budget approval.
9. Review and evaluate any proposals from user committees regarding services provided by Cowlitz 911, issues of performance standards and/or procedures for implementation costs, benefits and liabilities, and other matters. Prepare written reports of findings, forwarding such proposals and findings to the Public Authority Board for review.
10. Prepare, revise and modify Standard Operating Procedures.
11. Prepare, revise and modify Cowlitz 911 Policies for the Public Authority subject to the approval of the Cowlitz 911 Board of Directors or user committee as appropriate prior to implementation.
12. Respond to on and off duty emergency situations affecting or that involves the 911 Comm Center such as weather disasters, major fire, pipeline explosions, earthquake, major equipment malfunctions, and major Hazmat incidents.

13. Represent Cowlitz 911 at conferences and committees.
14. Serve as the primary liaison to the public and the media in all matters pertaining to Cowlitz 911, during day-to-day operations and in times of emergency. Collaborate with local officials in the development of local emergency response programs.
15. Conduct staff meetings. Promote staff's recommendation of improvement ideas.
16. Ensure effective and timely coordination of staff training and professional development.
17. Attend and participate in regular meetings, training, and conferences within and outside the County.

**Other Duties:**

1. Perform other duties or projects as assigned by the Cowlitz 911 Public Authority.
2. Testify in court to authenticity of reproduced taped incidents and other matters involving the center.

**Minimum Qualifications:**

1. Bachelor's degree in business administration, emergency management, or related field, and three (3) years of experience in a 911 Center with administrative and supervisory responsibilities, or a combination of education, training and five (5) years of experience in a related field with administrative, leadership and supervisory responsibilities.
2. Comprehensive knowledge of functions and responsibilities of a countywide 911 Center and its programs, and knowledge of applicable local, state and federal laws, regulations and mandates.
3. Must pass a comprehensive background check.
4. Possess and maintain a valid driver's license.

**Required Skills and Abilities:**

1. Possess a comprehensive knowledge of 911 Center operations, standard practices, equipment, services and programs.
2. Excellent interpersonal skills to establish and maintain effective working relationships department staff, with user agencies, other agency leaders, elected officials, employees, outside agencies, private entities, the media and the public.
3. Excellent oral and written communications skills, in order to effectively communicate at a professional level, make presentations and recommendations, and convey information and instructions clearly.
4. Excellent planning and organizational skills to effectively prioritize work and manage demands from diverse sources. Able to work well in a political environment.
5. Develop, implement and evaluate the effectiveness of short and long term goals and programs. Develop and effectively implement necessary changes. General knowledge of modern managerial practices.
6. General knowledge of modern supervisory and personnel management practices, with team building and motivational skills to supervise staff and volunteers. Effectively delegate and oversee work and projects.
7. Excellent research skills in order to identify and recommend technology and equipment that would ensure the effective and efficient delivery of 911 services, providing user friendly tools to 911 staff to accomplish the goals of their jobs and Cowlitz 911.
8. Ability to remain calm and provide direction under stressful and emergency situations.
9. Exercise discretion over sensitive and confidential issues related to the department, incidents and employee matters.
10. Effectively manage own work-related stress and able to provide effective and timely direction during emergencies. Relate or assist employees experiencing work-related stress.

**Equipment or Tools:**

1. Operate standard office equipment. Operate a personal computer with commonly used administrative software.



2. Knowledge of police, fire and EMS dispatch systems/equipment such as Computer Aided Dispatch system, phones, mapping equipment, radios, phone systems with ANI/ALI & Hearing Impaired TTY capabilities, emergency response radio systems, Enhanced 911 and supporting technology, and tape reproduction equipment.
3. Safely operate a motor vehicle.

### **Job Scope:**

Level of Supervision Received: The position works under minimal supervision, once trained. Performance is checked or evaluated during conferences, reports, and end results.

Level of Supervisory Responsibilities: Full supervisory and personnel management responsibilities for the department.

Contact/Communication with others: Extensive formal and informal, oral and written contacts and communications with own dept. staff, other department's management, the Board of Directors, elected/appointed officials, other public and private agencies and organizations at local, state or federal level, the media and the general public. Requires the ability to read, analyze, and interpret business journals, financial reports, and legal documents. Communications will occur in person, phone, correspondence, electronic or fax form. Communicate in a professional business style. Extensive reporting and effective presentations in different forums.

Decision Making Capacities: Work is performed with considerable latitude for independent judgement, decision-making and action. May need to consult with other departments or agencies for unusual matters and seek approval for out-of-scope matters.

### **Working Conditions:**

1. May require work hours in excess of 8 hours per day or 5 days per week. Required to be on-call 24-hours per day, work different shifts, and respond to 911 Center operational emergencies.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Observe, abide by, and set example, of all Cowlitz 911 Public Authority policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously. Tolerate and manage exposure to sensitive and disturbing information related to 911 incidents/calls.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			X		
Walking				X	
Climbing			X		
Sitting					X
Stooping / Kneeling		X			
Lift/Carry up to 15 lbs.		X			
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.	X				
Push/Pull up to 25 lbs. of exertion	X				
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level	X				
Work at waist to shoulder level				X	
Work above shoulder level		X			
Reach further than arm's length				X	
Typing				X	
Grasping / Holding				X	
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	X				
Exposed to extreme temperatures		X			
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances	X				

November 2018

New

Cowlitz 911 Executive Director

Incumbent

Date

# Cowlitz 911

# Job Description

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title: Supervisor**

**FLSA: Exempt**

**Agency: Cowlitz 911**

**Union Affiliated: Non-Union**

**Reports to: Cowlitz 911 Executive Director**

**Pages: 1 - 4**

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## General Position Summary:

This position supervises 911 Communications Center staff and promotes positive working relationships. Among other things, the Dispatch Supervisor is responsible for training, evaluating, assigning, scheduling, disciplining and recommending progressive discipline of employees, as well as investigating and responding to grievances and complaints. The Dispatch Supervisor also manages and coordinates day-to-day operations of Cowlitz 911.

## Essential Duties and Responsibilities:

1. Manage and supervise the 911 staff. Responsible for training, assigning work, scheduling employees and responding to leave and time off requests. Responsible for training, evaluations, prioritizing work, disciplining and recommendations for progressive discipline.
2. Evaluate dispatchers' job performance and make personnel determinations in accordance with the SOG, policies and procedures, and labor agreement.
3. Develop and implement staff training and development programs. Evaluate staff training and development.
4. Ensure that proper action is taken in the event of equipment failure with ability to troubleshoot problems and determine who to notify for problem solving. Supervise staff usage and operation of Cowlitz 911 equipment to ensure its adequate use and maintenance in order to maximize the life of the equipment and proper operation.
5. Maintain a formal and informal network of communications with other 911 Centers.
6. Act as liaison between user agencies and Cowlitz 911 in establishing goals and procedures.
7. Research, investigate and respond to complaints received from Cowlitz 911 users and from the public regarding staff. Clearly communicate expected staff performance.
8. Coordinate Cowlitz 911 educational presentations and department tours to the public.
9. Represent Cowlitz 911, as assigned, at meetings and conferences. Attend and participate employer sponsored training. Ensure up-to-date knowledge of relevant issues, legislation, procedure or policy changes affecting the 911 Center.
10. Participate in regular meetings with the Director and other admin staff. Provide regular status reports and present recommendations for continuous department improvement.
11. Conduct staff/dispatchers meetings. Promote open communication and sharing of ideas.
12. Supervise MSAG, CAD, MPS, and Netviewer trouble shooting, updates, database management, and other related tasks.
13. Must acquire and maintain required qualification and certification of a 911 dispatcher, and the ability to effectively perform those duties
14. Address operational issues as they arise.
15. Work with I.T. staff, user agency command staff, subordinates, the Director and public.
16. Attend management meetings, set goals and objectives, mission statements, measure success and make adjustments in planning to achieve the agency expectations.

17. Evaluate and mentor dispatchers, develop and implement appropriate training and coaching to assist in dispatcher skills and knowledge.
18. Travel to 911 advisory meetings when requested; attend quarterly coordinator forums and annual conferences, which may require overnight travel, sometimes out of state.
19. Learn new skills and develop, implement and supervise plans, projects and activities.
20. Participate in bargaining and contract negotiations, as assigned.
21. Support and implement new ideas, policies, procedures and processes.
22. Perform or coordinate TAC office duties including participation in state audits.
23. Participate in the budget planning process, project short and long term agency needs, and assist in identifying outside funding sources, or grants.
24. Assist with resource management, scheduling, training curriculum, bulletins, staffing, project management and the ability to effectively utilize office applications and equipment.
25. Ability to effectively prioritize and complete tasks on time, on schedule, and within budget.
26. Ability to make quick common sense decisions when dealing with emergency and non-emergency or unusual situations.
27. Perform other duties as assigned.

#### **Minimum Qualifications:**

1. High School diploma or equivalent. Provide proof of 18 years of age or older and citizenship.
2. Knowledge and ability to use personal computers and basic office applications. Experience or education in any combination of the following areas: customer service to the general public and diverse customers, data entry or transcription, law enforcement, security, medical services, rescue/safety, or other related field, prior supervisory or management experience.
3. Three years' experience working in a supervisory or leadership position, OR a combination of five years of experience as a full-time Dispatcher at a 911 Center, supervisory or instructor training experience or education. Knowledge, or obtain the knowledge within (1) year, and proficiency in the use and operation of E911, CAD and industry related equipment.
4. Be a proficient typist. Pass a typing test (minimum of 40 wpm and 90% accuracy).
5. Must be or become (within training period) familiar with the county and department policies, procedures, goals, and objectives and policies and procedures used by the various agencies providing services to the 911 Center, the NCIC, the WACIC, Access, the Department of Licensing and Federal Communications Commission regulation.
6. Pass a personality profile test and multi-component test, or assessment center, and attend an interview.
7. Must pass a comprehensive background check.
8. Possess and maintain a valid driver's license.

#### **Required Skills and Abilities:**

1. Strong interpersonal and customer service skills to courteously deal with the public and user agencies. Develop and maintain good working relations with other county employees, outside local, state and federal agencies, fire, law enforcement and medical agencies, emergency responder agencies and the general public.
2. Skilled in modern supervisory practices. Interpersonal skills to build effective working relations with the staff, effectively communicate instructions and training.
3. Ability to exercise judgment and discretion in making decisions and determining priorities.
4. Work well independently, as well as in teams and cooperative environment with staff.
5. Work in a multi-task environment; possess organizational and time-management skills in order to meet deadlines.

6. Communicate effectively orally and in writing at a professional level. Maintain a professional appearance.
7. Exercise discretion over sensitive and confidential issues related to Cowlitz 911, including employee matters.
8. Effectively manage own work-related stress and assist employees experiencing work-related stress.
9. Able to make effective, appropriate and immediate decisions under emergency conditions.
10. Ability to determine priorities.
11. Ability to maintain strict confidentiality in reference to personnel issues, agency complaints, and other confidential information.

### **Equipment or Tools:**

1. Operate standard office equipment such as telephone, fax, copier and calculator.
2. Operate personal computers with office software such as word processing, excel and access. Knowledge of systems and networks.
3. Operate standard equipment used in 911 Centers and the trade, including other communication equipment such as radios.
4. Safely drive a motor vehicle.
5. Ability to learn within (1) year CAD, MPS, Netviewer, radio and phone systems, emergency processes and a thorough knowledge of agency policies, procedures, contracts and processes.

### **Job Scope:**

#### Level of Supervision Received:

Work under minimal supervision. Required to provide regular status reports and briefings.

#### Level of Supervisory Responsibilities:

This is a supervisory position responsible for supervising and coordinating the daily activities of Cowlitz 911 staff. The supervisory scope includes training, scheduling, disciplining, work assignments, motivation, evaluation, investigation and response to grievances.

#### Contact/Communication with others:

Extensive contacts with Cowlitz 911 staff, user agencies, outside agencies, labor organizations, media, and public. Communications may be in person, over the phone, fax, email, Cowlitz 911 equipment and correspondence. Communication will be in formal and informal form. Will require training presentations, and persuasive and reporting presentations in different settings.

#### Decision Making Capacities:

Work requires independent judgment, decision making, and action within the scope of the essential duties of the position. Discuss out-of-scope or unusual situations with Director.

### **Working Conditions:**

1. May require work hours in excess of 8 hours per day or 5 days per week. Able and willing to work varied shift hours, rotating shifts, rotating days off, holidays and weekends, and be on-call status 24 hours. Days on and off, start and stop times will vary.
2. Work on dispatch floor. May cover shifts on the dispatch floor until adequate coverage is obtained.
3. May require travel for training purposes and commute to other departments or government agencies.
4. Observe, abide by, and set example of all Cowlitz 911 policies, goals, and objectives.
5. Able to work well and complete duties under stress and deadlines, while attending to multiple duties simultaneously. Tolerate and manage exposure to sensitive and disturbing information related to 911 incidents/calls.
6. Tolerate prolonged computer related exposure. Able to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			X		
Walking				X	
Climbing			X		
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.			X		
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.	X				
Push/Pull up to 25 lbs. of exertion	X				
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level			X		
Work at waist to shoulder level				X	
Work above shoulder level			X		
Reach further than arm's length				X	
Typing				X	
Grasping / Holding				X	
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	X				
Exposed to extreme temperatures		X			
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances		X			

November 2018

New

Cowlitz 911 Executive Director

Incumbent

Date

# Cowlitz County

# Job Description

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title:** I.T. Vendor & Technical Manager  
**Department:** Cowlitz 911  
**Reports to:** Cowlitz 911 Executive Director

**FLSA:** Exempt  
**Affiliated:** Non-Union  
**Pages:** 1 - 3

## General Position Summary:

This position manages I.T. vendors to ensure all service level agreements (SLA), contracts for I.T support, procurement and technical service contracts across the organization are delivered according to specifications. The I.T. Vendor & Technical Manager, (I.T.V&TM), work also includes working with I.T. business units, in identifying and evaluating technology services or systems, and other business related products and services, that are consistent with the organizations business strategy and architecture.

## Essential Duties and Responsibilities:

1. Develops and leads the implementation of all vendor management strategic planning. Oversee vendor contracts, contract management, procurement, while building strong vendor relationships.
2. Assist in technical asset management, equipment replacement planning and participate in related budgeting.
3. Assist with the development and lead request for proposal (RFI), request for information (RFI), and request for quote (RFQ). Development of specifications and analysis of bids for products and services.
4. Establish the standards, procedures, and guidelines that direct all aspects of IT vendor management, consistent with procurement and financial policies and controls.
5. Inform and mentor administrative staff on NG911 technologies, projects, migrations, and project implementation.
6. Expertise in Process Improvement and Cost Optimization for IT and NG911 Business Process Operations.
7. Identify alternative funding sources, including but not limited to grants, collaborative resource sharing between PSAP's, regionally, and state contracts, in an effort to mitigate increases in overhead, and optimize available resources.
8. Assist and mentor Executive Director during their PSAP industry transition. Provide instruction, guidance and share professional industry knowledge of NG technology, 911 application, 911 services, equipment, and public safety radio systems.
9. Perform as functional bridge amongst external vendors as well as internal stakeholders.
10. Coordinate internal and external management of NG911, equipment replacement, equipment upgrades, and new technology projects, with an emphasis on risk assessment and continued vendor monitoring, to optimize uninterrupted operations and mitigate liabilities.
11. Identify technological improvement areas while working closely with all internal stakeholders to prepare solutions.



12. Assist and direct staff in trouble shooting technical issues, identifying correct paths to obtain support, and finding solutions to resolve technical issues.
13. Identify and implement collaborative relationships with vendors, other PSAP's, departments, states, regions, and other to stimulate and enhance operational efficiency and services.
14. Perform 911 Coordinator duties for Cowlitz County, work closely with E911 State Office staff, other County Coordinators, or like across state lines.

**Other Duties:**

1. Perform other duties as assigned.

**Minimum Qualifications:**

1. High School diploma or equivalent.
2. Prior experience as a 911 Coordinator, experience in project management within a Public Safety 911 Center.
3. Required certification as a Registered Public Safety Leader (RPL), and Certified Public Safety Executive (CPE), or Emergency Number Professional (ENP), or equivalent industry certifications specific to 911 Public Safety Communications.
4. Experience in trouble shooting technical issues, identifying correct paths to obtain support, and finding solutions to resolve technical issues.

**Required Skills, Knowledge and Abilities:**

1. Thorough knowledge and understanding of NG911 technologies.
2. Thorough knowledge and understanding with the ability to articulate functionality and operations of a public safety radio system.
3. Thorough knowledge and understanding of legislative matters surrounding NG911 technology, strong relationships with both private and public partners.
4. Thorough knowledge and understanding of 911 operations and administration.
5. Thorough knowledge and understanding of information technology systems.

**Equipment or Tools:**

1. Operate standard office equipment such as telephone, fax, copier and calculator.
2. Operate personal computers with office software such as word processing, excel and access. Knowledge of 911 systems and networks.
3. Operate standard equipment used in 911 Centers and the trade, including other communication equipment such as Public Safety radios.
4. Safely drive a motor vehicle.
5. Ability to understand operational and technical aspects of CAD, MPS, Netviewer, public safety radio and NG 911 phone systems, emergency processes and a thorough knowledge of agency policies, procedures, contracts and processes.

**Job Scope:**

Level of Supervision Received:

Work under minimum supervision. Required to provide regular status reports and briefings.

Level of Supervisory Responsibilities:

This is a management position responsible for supervising and coordinating the daily activities of I.T. Vendors, and 911 project management. The management scope includes, researching, soliciting, procurement, negotiating, monitoring, and managing vendor services, and contracts.

**Contact/Communication with others:**

Extensive contacts with Administrative Department staff, outside agencies, vendors, County Coordinators, E911 State Office staff, and other PSAP's. Communications may be in person, over the phone, fax, email, other 911 Center equipment, and correspondence. Communication will be in formal and informal form. Will require training presentations, and persuasive and reporting presentations in different settings.

**Decision Making Capacities:**

Work requires independent judgment, decision making, and action within the scope of the essential duties of the position. Discuss out-of-scope or unusual situations with Director.

**Working Conditions:**

1. May require work hours in excess of 8 hours per day. Regular work hours will consist of a 40 hour work week, Monday – Friday - 09:00-5:00. Willing to be contacted outside of regular work hours, on weekends, or holidays to assist on call personnel with technical operations, or other emergency situations related to technology 24 hours.
2. May require in town and out of town day commutes, limited overnight and extended travel.
3. Observe, abide by, and set example of all Department policies, goals, and objectives.
4. Able to work well and complete duties under stress and deadlines. Tolerate and manage exposure to sensitive and disturbing information related to 911 incidents/calls.
5. Tolerate prolonged computer related exposure. Able to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			X		
Walking				X	
Climbing			X		
Sitting					X
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.			x		
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.	X				
Push/Pull up to 25 lbs. of exertion	X				
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level			x		
Work at waist to shoulder level				X	
Work above shoulder level			x		
Reach further than arm's length				X	
Typing				X	
Grasping / Holding				X	
Talking					X
Hearing					X
Seeing					X
Work in confined spaces					X
Exposed to extreme temperatures		X			
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances		x			

November 2018

New

Cowlitz 911 Executive Director

Incumbent

Date

# Cowlitz 911

# Job Description

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title: Finance/ Admin Specialist**

**FLSA: Non-Exempt**

**Agency: Cowlitz 911**

**Union Affiliated: Non-Union**

**Reports to: Cowlitz 911 Executive Director**

**Pages: 1 - 3**

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## General Position Summary:

This position provides secretarial and administrative support to the Cowlitz 911 Executive Director to ensure efficient and smooth operations of the department. This position performs clerical and administrative duties that include assisting with the department budget, accounting and payroll duties, maintain department records, preparing correspondence and general customer service.

## Essential Duties and Responsibilities:

1. Process all accounts receivable for the department. Prepare quarterly billings and receipt of all funds including preparation of miscellaneous receipt forms and deposit of revenue with the County Treasurer. Prepare annual Accounts Receivable Report as required for future audit purposes.
2. Generate Purchase Orders and Claim Voucher Summaries for processing payment of all accounts payable invoices. Enter all invoice payments into the accounts payable/receivable record management system for final payment to the vendors.
3. Maintain itemized accounts payable and accounts receivable ledger to track all agency expenditure and revenue transactions and reconciling the agency records with the contracted financial services vendor and contracted treasurers records.
4. Assist the Director with preparation of federal, state and local grant requests. Maintain grant tracking and associated reporting documentation for grant reimbursement as well as future audit purposes.
5. Assist the Director with completion of the annual State E-911 Contract application. Process the required contract documents, including tracking eligible expenses and submitting the required A-19 documents to request reimbursement.
6. Process, maintain and track status of agency agreements including preparation and submission to the Cowlitz 911 Public Authority Board.
7. Prepare monthly employee timesheets and payroll for all employees. This includes the calculation of overtime, shift differential, holiday pay, trainer pay, lead pay and leave pay as well as partial month salary calculations as necessary. Enter the payroll data into the payroll system.
8. Maintain employee leave and attendance records; which includes the documentation of all earned, used and donated vacation leave, sick leave, compensatory time, floating holiday, bereavement, military leave, Family Medical Leave, etc.
9. Generate Personnel Status forms required to document any change of employment status (e.g. step increases, promotions, new hire, resignation, termination) for all agency employees.
10. Prepare agency identification cards for all employees.
11. Serve as the Clerk of the Board for the Cowlitz 911 Public Authority Board and secretary for the User's Committees, as assigned. This includes attending, scheduling, preparing agendas, as well as recording, transcribing and distributing minutes of all official meetings.
12. Coordinate the renewal of all Federal Communications Commission (FCC) radio licenses.

13. Coordinate travel arrangements for employee training, including registration, lodging, airfare and/or ground transportation.
14. Prepare and process travel expenses funds requests and reimbursements for employees.
15. Compile and generate reports such as statistical data and other regular monthly reports. Prepare the annual report and post the report on the Cowlitz 911 website for public dissemination.
16. Design and maintain the department's Internet website.
17. Order office supplies and assist with coordination of repair or replacement of equipment, including dispatcher headsets.
18. Prepare and process department correspondence including distributing in-coming and out-going mail and faxes.
19. Perform other clerical duties such as schedule meetings and appointments, maintain calendars, reception and customer service, maintain address/mailing and telephone lists of all user agencies and contacts, attend and participate in staff meetings.
20. Perform other duties as assigned by the Director.

### **Minimum Qualifications:**

1. Bachelor's degree in Mathematics, Accounting, Finance, Business Management or similar
2. Must pass Level 4 (Silver Level) of each of the 3 ACT/Work Keys – National Career Readiness Tests (NCRC) through Lower Columbia College (LCC) or provide a passing NCRC Certificate or current employees of Cowlitz 911 must have passed the Cowlitz 911 Clerical Exam.
3. Two years of experience in general office administration, secretarial, accounting/bookkeeping and budget tracking.
4. Proficient use of computers for general office/administrative applications such as word processing, spreadsheet and databases, email and Internet use.
5. Must pass a comprehensive background check.
6. Possess and maintain a valid driver's license.

### **Required Skills and Abilities:**

1. Interpersonal skills to courteously deal and assist staff, the public and county employees requiring services. Possess interpersonal skills to develop and maintain effective working relations with other department staff and county employees.
2. Effectively work in a cooperative and multi-task work environment, and able to work under deadline requirements.
3. Effectively communicate in oral and written professional business-like manner. Compose correspondence from dictation or rough notes. Develop and prepare effective reports, spreadsheets and statements in a timely manner. Record and transcribe meeting minutes accurately.
4. Knowledge and application of office administration procedures, including excellent organizational and record management skills.
5. Exercise discretion over sensitive and confidential issues related to the department and its business.

### **Equipment or Tools:**

1. Operate a personal and laptop computer with office administration software including word processing, database, spreadsheet internet and webpage software, and accessories such as printers and PowerPoint projector.
2. Operate standard office equipment such as fax, calculator, copy machine, and multi-line phones.

### **Job Scope:**

Level of Supervision Received: Work under minimal supervision of routine tasks once trained. However, special project assignments may require higher levels of supervision. Required to provide regular status reports.

Level of Supervisory Responsibilities: It is not supervisory in nature, but may provide guidance to new staff on general issues.

Contact/Communication with others: Contact/communication with others is generally done via telephone, E-mail, correspondence or fax. However, some public contact is required as well as contact/communication with user-agency personnel including appointed and elected government officials and/or department heads. Communications will occur in oral and written form, and in formal and informal form.

Decision Making Capacities: Limited to the essential duties of the job, following department policies and procedures. Request clearance for out-of-scope or unusual matters.

### Working Conditions:

1. May require work hours in excess of 8 hours per day or 5 days per week.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Observe, abide, and set example, of all county and department policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking				x	
Climbing			x		
Sitting					x
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.				x	
Lift/Carry up to 30 lbs.			x		
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion			x		
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level			x		
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Typing					x
Grasping / Holding					x
Talking					x
Hearing					x
Seeing					x
Work in confined spaces	x				
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing		x			
Use/exposed to hazardous substances		x			

November 2018

New

Cowlitz 911 Executive Director

Incumbent

Date

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title: Human Resource Generalist**

**FLSA: Exempt**

**Agency: Cowlitz 911**

**Union Affiliated: Non-Union**

**Reports to: Cowlitz 911 Executive Director**

**Pages: 1 - 3**

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## **General Position Summary:**

This position provides HR and general office administration to ensure efficient and smooth operations of the department. This position performs clerical and administrative duties that include department HR functions, recruiting, onboarding, facilities and labor contract maintenance.

## **Essential Duties and Responsibilities:**

1. Administer employee benefit programs.
2. Advise and counsel employees on existing benefits
3. Administer new hire and benefits orientation
4. Audit schedule, prepare monthly employee timesheets and payroll for all employees.
5. Maintain employee leave and attendance records; which includes the documentation of all earned, sick leave, compensatory time, floating holiday, bereavement, Family Medical Leave, etc.
6. Generate Personnel Status forms required to document any change of employment status (e.g. step increases, promotions, new hire, resignation, termination) for all agency employees.
7. Prepare agency identification cards for all employees.
8. Maintain department records and databases for employee training records (including expiration dates of certification requirements), and control of agency keys issued to employees.
9. Coordinate travel arrangements for employee training, including registration, lodging, airfare and/or ground transportation.
10. Prepare and process travel expenses funds requests and reimbursements for employees.
11. Prepare amendments to department manuals such as training, trainer, reference and standard operation procedure manuals.
12. Interpret personnel policies, established practices, and procedures, and labor contracts. Respond to requests for information and assistance from employees, management, outside agencies and the public.
13. Assist with data gathering and analysis, and prepare or update job descriptions. Conduct job duties and salary research.
14. Assist in the research and review, development and implementation of personnel policies and procedures, employee relations program, employee handbook and other employee communications.
15. Assist in development of employment and promotions tests; administer tests.
16. Oversee maintenance of personnel information systems and records.
17. Work with management to assure Cowlitz 911 maintains compliance with federal and state regulations on personnel issues.
18. Stay up to date with personnel related trends, labor laws and legal developments.
19. General recruitment, pre-employment testing; ensure accuracy and fairness of interview techniques

20. Assist in Medical Leave Act documentation, meeting with employees, and coordinating with the organization and Payroll.
21. Schedule and run reports for terminations, hires, etc. and send the appropriate documentation to these employees.
22. This position may be responsible for the update and maintenance of HR and Benefits Administration processing. Included in these duties are such things as setting up eligibility and event rules, diagnosis and de-bugging of the program, creating and running queries, data entry and the production and analysis of annual HR Compliance Reports needed for EEO and ACA.
23. Attend to job related educational and informational conferences, seminars, or retreats

**Other Duties:**

Perform other functions, duties or projects as assigned by the Director including conducting exit interviews, determining if investigation is warranted and following through with corrective action.

**Minimum Qualifications:**

1. Bachelor degree in Public or Business Administration, HR, or Liberal Arts etc.
2. Two years of experience in personnel or human resources related duties and responsibilities OR two years of experience in a work related field.
3. Proven practical knowledge of principles and practices of personnel administration and management-labor relations.
4. General knowledge of the principles, practices, theories, and techniques of public planning, organization, and personnel management; public policy issues and statutory requirements; federal, state, and local laws and regulations; techniques of training, team building, coaching, and supervision; customer service and public relations concepts.
5. Experience with other HR, Timekeeping and/or Benefit software.
6. Proficient in Microsoft Office including but not limited to Excel, Word, and Outlook.
7. Must pass a comprehensive background check.
8. Possess and maintain a valid driver's license.

**Required Skills and Abilities:**

1. Ability to handle and perform the essential job functions independently as well as able to work well in a team environment.
2. Excellent interpersonal skills. Work effectively in a demanding and political environment. Establish and maintain effective working relations with the board of directors, elected officials, administrative staff, employees, labor representatives and the public.
3. Multi-tasking abilities, and ability to function in a busy environment with demands from multiple sources.
4. Excellent communications skills; both oral and written. Make oral and written recommendations and present plans of action.
5. Able to exercise judgment and discretion on sensitive or confidential matters.
6. Possess research skills, ability to analyze data, and arrive at conclusions. Able to use the Internet, as well as other research sources.

**Equipment or Tools:**

1. Operate a personal and laptop computer with office administration software including word processing, database, spreadsheet internet and webpage software, and accessories such as printers and PowerPoint projector.
2. Operate standard office equipment such as fax, typewriter, calculator, copy machine, and multi-line phones.

**Job Scope:**



Level of Supervision Received: Operates under minimal to no supervision. Request assistance or clearance for unusual or out of scope matters. Provide status reports.

Level of Supervisory Responsibilities: This position is not supervisory in nature, but may oversee/guide the work activities of staff involved in personnel related activities. May be assigned supervisory duties during special projects.

Contact/Communication with others: Extensive written and oral contacts of formal and informal nature. Communications will occur with staff, board of directors, elected officials, employees, union representatives, other agencies, and the public. Extensive reporting and correspondence.

Decision Making Capacities: The incumbent has high degrees of decision making within the scope of the essential duties, following established policies and practices. Common sense and good judgment must be used when out of ordinary or out of job scope issues come up; and clearance or approval must be sought.

#### **Working Conditions:**

1. May require work hours in excess of 8 hours per day or 5 days per week.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Observe, abide, and set example, of all county and department policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

<b>Physical Requirements</b>	<b>N/A</b>	<b>Rarely (1-12%)</b>	<b>Occasionally (13-33%)</b>	<b>Frequently (34-66%)</b>	<b>Regularly (67-100%)</b>
Standing			X		
Walking				X	
Climbing			X		
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.				X	
Lift/Carry up to 30 lbs.			X		
Lift/Carry up to 50 lbs.		X			
Push/Pull up to 25 lbs. of exertion			X		
Push/Pull up to 50 lbs. of exertion		X			
Work below waist level			X		
Work at waist to shoulder level					X
Work above shoulder level			X		
Reach further than arm's length			X		
Typing					X
Grasping / Holding					X
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	X				
Exposed to extreme temperatures	X				
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing		X			
Use/exposed to hazardous substances		X			

November 2018

New

Cowlitz 911 Executive Director

Incumbent

Date

# Cowlitz 911

# Job Description

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

**Job Title: Budget Analyst**

**FLSA: Exempt**

**Agency: Cowlitz 911**

**Union Affiliated: Non-Union**

**Reports to: Cowlitz 911 Executive Director**

**Pages: 1 - 4**

## General Position Summary:

This position provides secretarial and administrative support to the Cowlitz 911 Executive Director to ensure efficient and smooth operations of the department. This position performs clerical and administrative duties that include assisting with the department budget, accounting and payroll duties, maintain department records, preparing correspondence and general customer service.

## Essential Duties and Responsibilities:

1. Assist the Director to prepare the department's operating budget, budget submission and annual budget revision process.
2. Work with program and/or project managers to develop the organization's budget as well as other stakeholders, to determine costs and benefits of various programs.
3. Review managers' budget proposals for completeness, accuracy, and compliance with laws and other regulations
4. Combine all the program and department budgets together into a consolidated organizational budget and review
5. Explain their recommendations for funding requests to the board
6. Monitor organizational spending to ensure that it is within budget
7. Inform Executive Director of the status and availability of funds
8. Estimate future financial needs
9. Analyze approved budget and actual spending may write a report explaining the variations and recommend changes to reconcile the differences.
10. Process all accounts receivable for the department. Prepare quarterly billings and receipt of all funds including preparation of miscellaneous receipt forms and deposit of revenue with the County Treasurer. Prepare annual Accounts Receivable Report as required for future audit purposes.
11. Generate Purchase Orders and Claim Voucher Summaries for processing payment of all accounts payable invoices. Enter all invoice payments into the accounts payable/receivable record management system for final payment to the vendors.
12. Maintain itemized accounts payable and accounts receivable ledger to track all agency expenditure and revenue transactions and reconciling the agency records with the contracted financial services vendor and contracted treasurers records.
13. Assist the Director with preparation of federal, state and local grant requests. Maintain grant tracking and associated reporting documentation for grant reimbursement as well as future audit purposes.
14. Assist the Director with completion of the annual State E-911 Contract application. Process the required contract documents, including tracking eligible expenses and submitting the required A-19 documents to request reimbursement.
15. Process, maintain and track status of agency agreements including preparation and submission to the Cowlitz 911 Public Authority Board.
16. Prepare monthly employee timesheets and payroll for all employees. This includes the calculation of overtime, shift differential, holiday pay, trainer pay, lead pay and leave pay as well as partial month salary calculations as necessary. Enter the payroll data into the payroll system.

17. Maintain employee leave and attendance records; which includes the documentation of all earned, used and donated vacation leave, sick leave, compensatory time, floating holiday, bereavement, military leave, Family Medical Leave, etc.
18. Generate Personnel Status forms required to document any change of employment status (e.g. step increases, promotions, new hire, resignation, termination) for all agency employees.
19. Prepare agency identification cards for all employees.
20. Serve as the Clerk of the Board for the Cowlitz 911 Public Authority Board and secretary for the User's Committees, as assigned. This includes attending, scheduling, preparing agendas, as well as recording, transcribing and distributing minutes of all official meetings.
21. Coordinate the renewal of all Federal Communications Commission (FCC) radio licenses.
22. Coordinate travel arrangements for employee training, including registration, lodging, airfare and/or ground transportation.
23. Prepare and process travel expenses funds requests and reimbursements for employees.
24. Compile and generate reports such as statistical data and other regular monthly reports. Prepare the annual report and post the report on the Cowlitz 911 website for public dissemination.
25. Design and maintain the department's Internet website.
26. Order office supplies and assist with coordination of repair or replacement of equipment, including dispatcher headsets.
27. Prepare and process department correspondence including distributing in-coming and out-going mail and faxes.
28. Perform other clerical duties such as schedule meetings and appointments, maintain calendars, reception and customer service, maintain address/mailing and telephone lists of all user agencies and contacts, attend and participate in staff meetings.
29. Perform other duties as assigned by the Director.

#### **Minimum Qualifications:**

1. Bachelor's degree in Mathematics, Accounting, Finance, Business Management or similar
2. Must be certified with CMA, CPA or similar
3. Must pass Level 4 (Silver Level) of each of the 3 ACT/Work Keys – National Career Readiness Tests (NCRC) through Lower Columbia College (LCC) or provide a passing NCRC Certificate or current employees of Cowlitz 911 must have passed the Cowlitz 911 Clerical Exam.
4. Two years of experience in general office administration, secretarial, accounting/bookkeeping and budget tracking.
5. Proficient use of computers for general office/administrative applications such as word processing, spreadsheet and databases, email and Internet use.

#### **Required Skills and Abilities:**

1. Interpersonal skills to courteously deal and assist staff, the public and county employees requiring services. Possess interpersonal skills to develop and maintain effective working relations with other department staff and county employees.
2. Effectively work in a cooperative and multi-task work environment, and able to work under deadline requirements.
3. Effectively communicate in oral and written professional business-like manner. Compose correspondence from dictation or rough notes. Develop and prepare effective reports, spreadsheets and statements in a timely manner. Record and transcribe meeting minutes accurately.
4. Knowledge and application of office administration procedures, including excellent organizational and record management skills.
5. Exercise discretion over sensitive and confidential issues related to the department and its business.

## Equipment or Tools:

1. Operate a personal and laptop computer with office administration software including word processing, database, spreadsheet internet and webpage software, and accessories such as printers and PowerPoint projector.
2. Operate standard office equipment such as fax, calculator, copy machine, and multi-line phones.

## Job Scope:

Level of Supervision Received: Work under minimal supervision of routine tasks once trained. However, special project assignments may require higher levels of supervision. Required to provide regular status reports.

Level of Supervisory Responsibilities: It is not supervisory in nature, but may provide guidance to new staff on general issues.

Contact/Communication with others: Contact/communication with others is generally done via telephone, E-mail, correspondence or fax. However, some public contact is required as well as contact/communication with user-agency personnel including appointed and elected government officials and/or department heads. Communications will occur in oral and written form, and in formal and informal form.

Decision Making Capacities: Limited to the essential duties of the job, following department policies and procedures. Request clearance for out-of-scope or unusual matters.

## Working Conditions:

1. May require work hours in excess of 8 hours per day or 5 days per week.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Observe, abide, and set example, of all county and department policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking				x	
Climbing			x		
Sitting					X
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.				x	
Lift/Carry up to 30 lbs.			x		
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion			x		
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level			x		
Work at waist to shoulder level					X
Work above shoulder level			x		
Reach further than arm's length			x		
Typing					X
Grasping / Holding					X
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	x				
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			x		
Work at heights balancing		x			
Use/exposed to hazardous substances		x			